

Fig.1

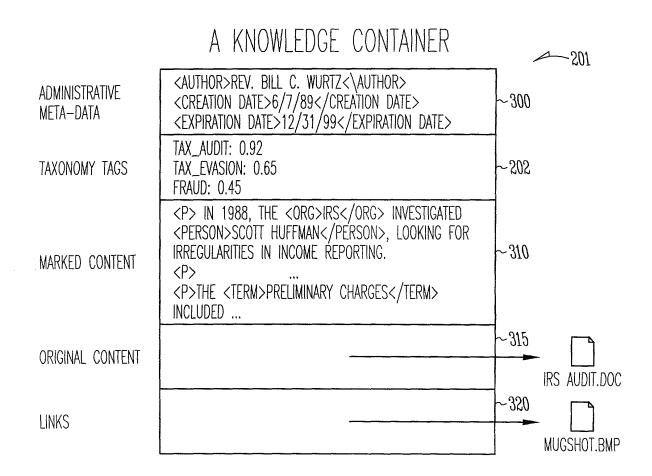
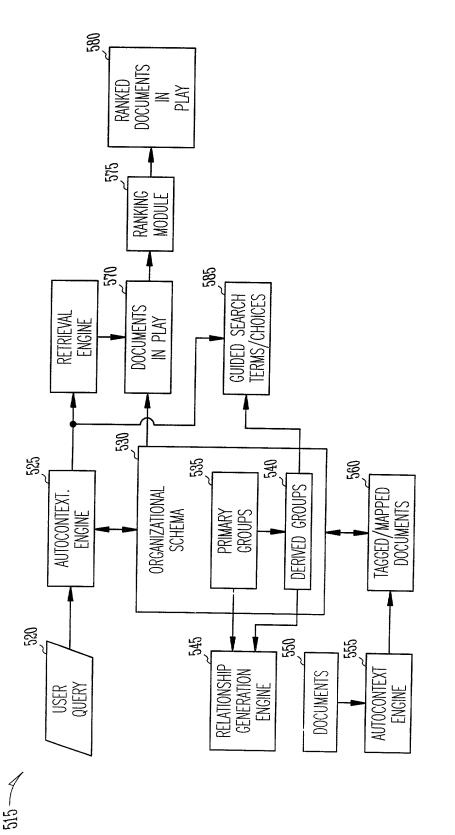


Fig. 3

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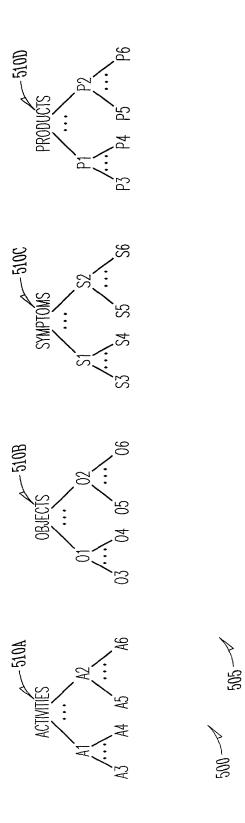


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Fig. 5A

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$$\begin{bmatrix} A_{1} \\ A_{2} \\ \vdots \\ A_{M} \end{bmatrix} = \begin{bmatrix} AO_{11}AO_{12} \cdots AO_{1N} \\ AO_{21}AO_{22} \cdots AO_{2N} \\ \vdots \\ AO_{M1} \cdots AO_{MN} \end{bmatrix} \begin{bmatrix} O_{1} \\ A_{2} \\ \vdots \\ O_{N} \end{bmatrix}$$

$$\vec{A} \qquad \vec{AO} \qquad \vec{O}$$

$$\begin{bmatrix} S_{1} \\ S_{2} \\ \vdots \\ S_{M} \end{bmatrix} = \begin{bmatrix} SO_{11}SO_{12} \cdots SO_{1N} \\ SO_{21}SO_{22} \cdots SO_{2N} \\ \vdots \\ SO_{M1} \cdots SO_{MN} \end{bmatrix} \begin{bmatrix} O_{1} \\ O_{2} \\ \vdots \\ O_{N} \end{bmatrix}$$

$$\vec{S} \qquad \vec{SO} \qquad \vec{O}$$

$$\begin{bmatrix} S_{1} \\ S_{2} \\ \vdots \\ SM \end{bmatrix} = \begin{bmatrix} SA_{11}SA_{12} \cdots SA_{1N} \\ SA_{21}SA_{22} \cdots SA_{2N} \\ \vdots \\ SA_{M1} \cdots SA_{MN} \end{bmatrix} \begin{bmatrix} A_{1} \\ S_{2} \\ \vdots \\ AN \end{bmatrix}$$

$$\begin{bmatrix} A_{1} \\ A_{2} \\ \vdots \\ A_{M} \end{bmatrix} = \begin{bmatrix} AP_{11} AP_{12} \cdots AP_{1N} \\ AP_{21} AP_{22} \cdots AP_{2N} \\ \vdots \\ AP_{M1} \cdots AP_{MN} \end{bmatrix} \begin{bmatrix} P_{1} \\ A_{2} \\ \vdots \\ P_{N} \end{bmatrix}$$

$$\vec{A} \qquad \vec{AP} \qquad \vec{P}$$

$$\begin{bmatrix} S_{1} \\ S_{2} \\ \vdots \\ S_{M} \end{bmatrix} = \begin{bmatrix} SP_{11} SP_{12} \cdots SP_{1N} \\ SP_{21} SP_{22} \cdots SP_{2N} \\ \vdots \\ SP_{M1} \cdots SP_{MN} \end{bmatrix} \begin{bmatrix} P_{1} \\ S_{2} \\ \vdots \\ P_{N} \end{bmatrix}$$

$$\vec{S} \qquad \vec{SP} \qquad \vec{P}$$

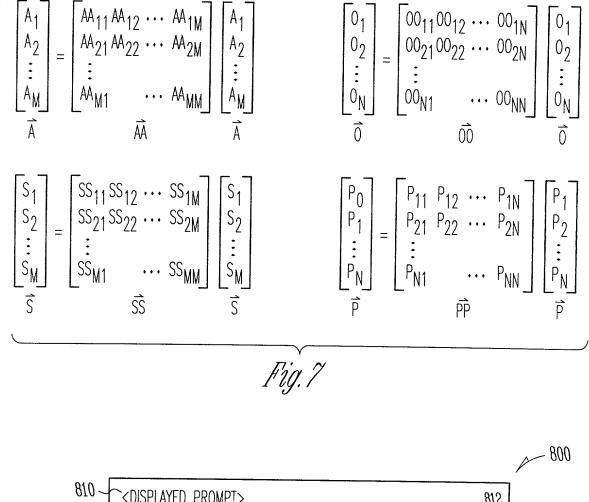
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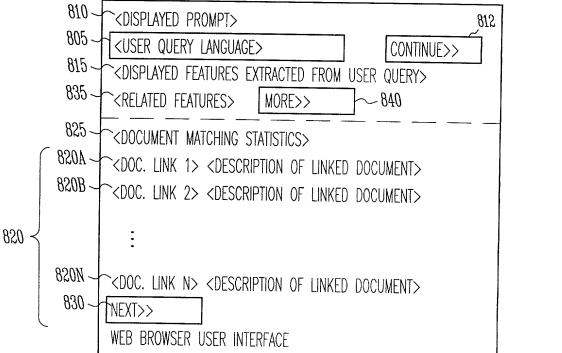
Fig.6

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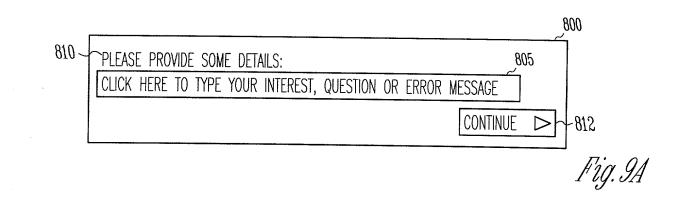


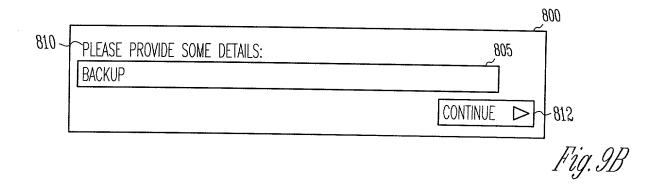


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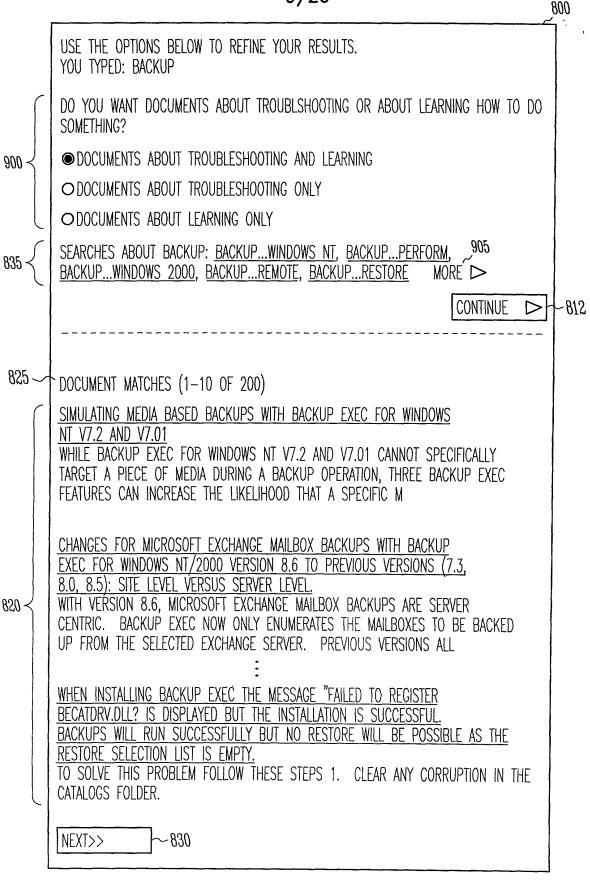
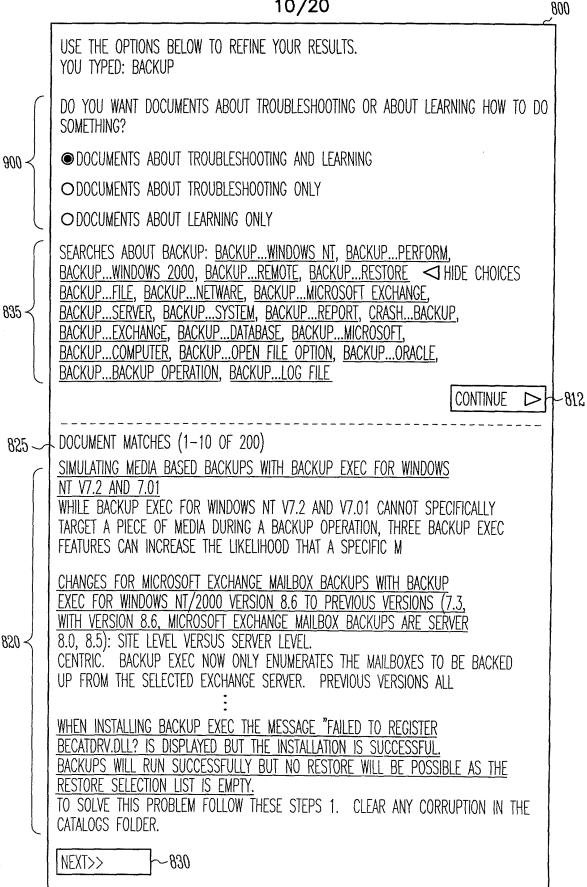


Fig.9C

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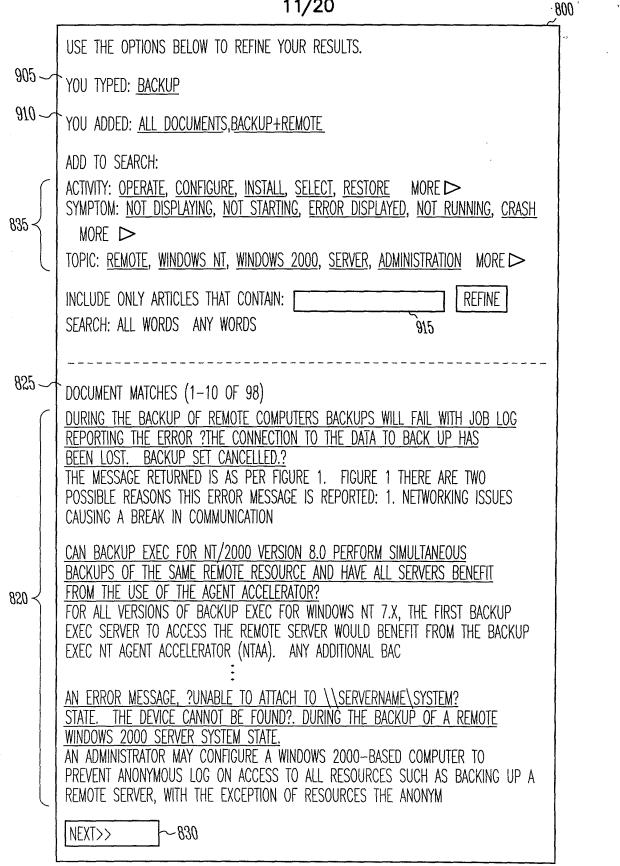
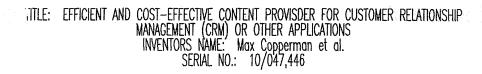


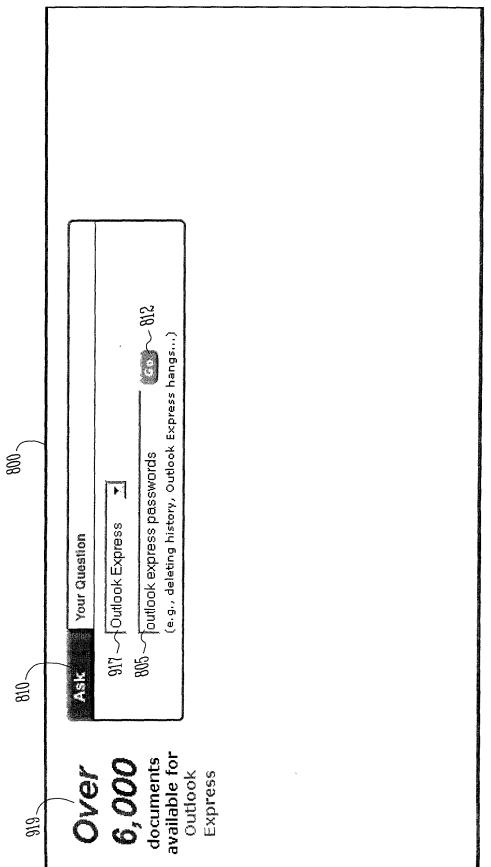
Fig.9E

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TITLE: EFFICIENT AND COST-EFFECTIVE CONTENT PROVISDER FOR CUSTOMER RELATIONSHIP MANAGEMENT (CRM) OR OTHER APPLICATIONS INVENTORS NAME: Max Copperman et al. SERIAL NO.: 10/047,446

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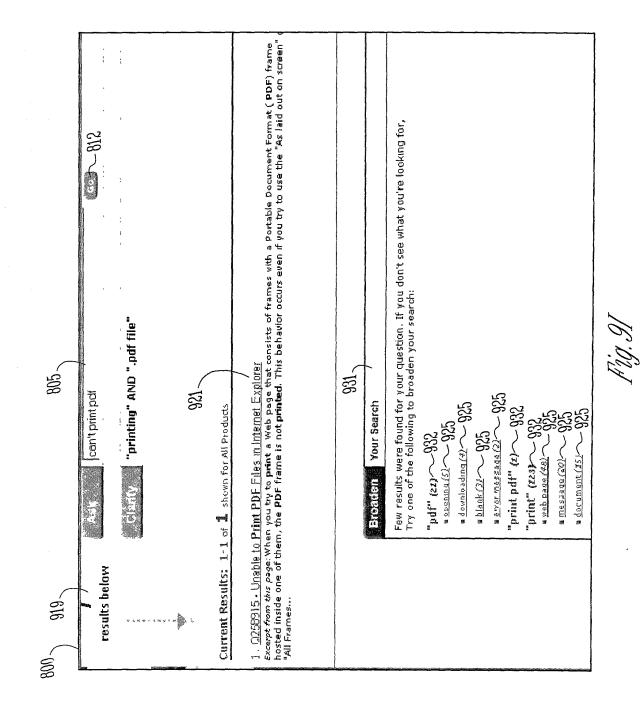
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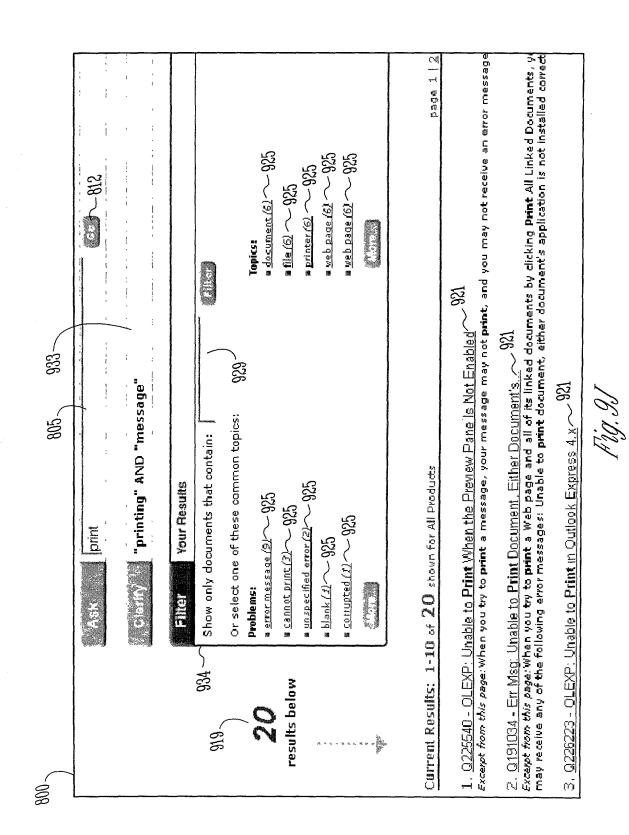


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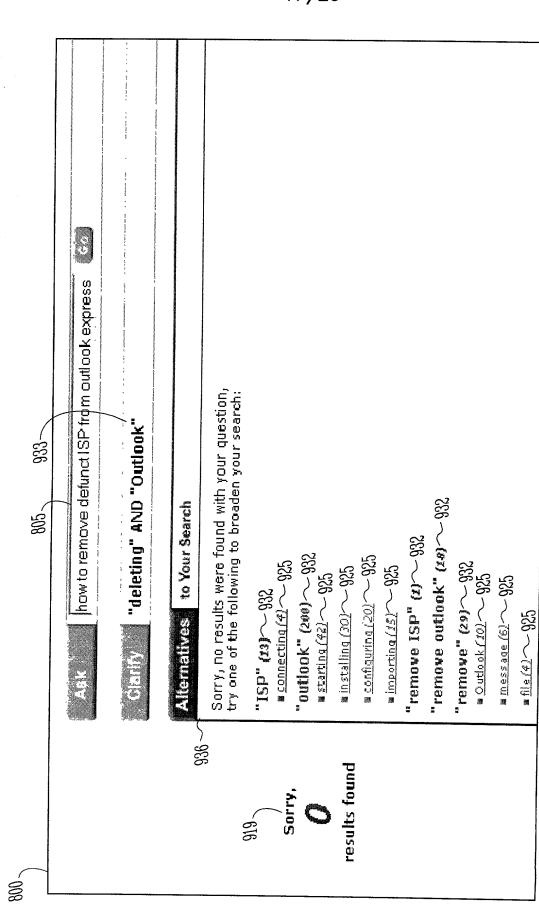
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ITLE: EFFICIENT AND COST-EFFECTIVE CONTENT PROVISDER FOR CUSTOMER RELATIONSHIP MANAGEMENT (CRM) OR OTHER APPLICATIONS INVENTORS NAME: Max Copperman et al. SERIAL NO.: 10/047,446

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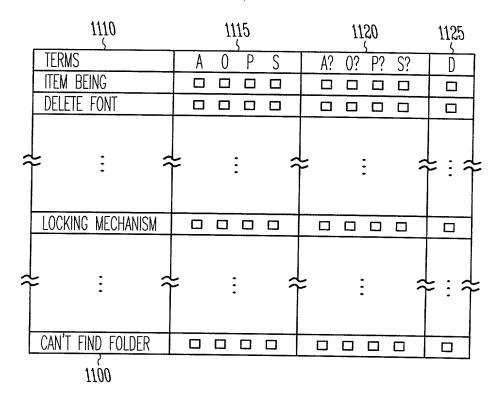
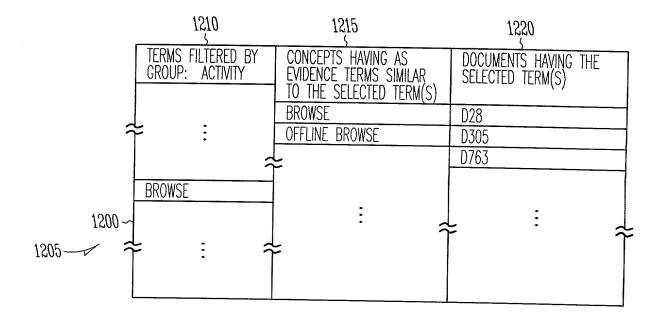


Fig. 11



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Fig. 12

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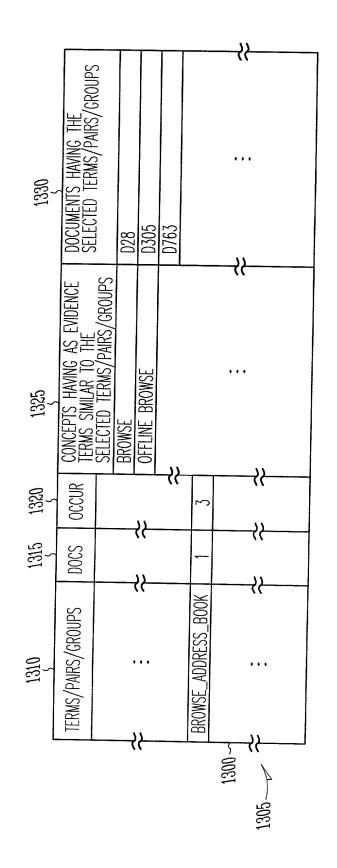


Fig. 13

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